Jacob M. Achée

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Summary of Qualifications

» Highly-motivated, well-rounded, passioinate Information Technology professional with a proven record of excellence in the field

» Over 18 years of evolving experience with diverse technologies, including but not limited to:

Linux/UNIX administration	Version Control/Orchestration	System Monitoring and Troubleshooting
Automation with Python/Bash	Virtualization Strategies	Web Development with HTML/CSS/PHP/JavaScript
Cisco Networking Support	TCP/IP Network Design and Engineering	Windows Administration and Deployment

» Demonstrated ability to perform diverse troubleshooting and maintenance tasks, including zero– or limited–knowledge troubleshooting

» Great teammate, adept independent worker, and efficient team leader

» Superb written and oral communication skills

Work Experience

Technical System Administrator II
C Spire
July 2014 - Present
Jackson, MS

» Became an integral part of a fresh team to pay off technical debt, helping to refine systems, practices and procedures, including development of internal tools.

» Took over administration duties for a 200+ node, heterogenous *nix environment, with OSes including RHEL4-7, Ubuntu, and Solaris.

» Leveraged my years of Network Engineering experience to functionally "translate" between the Network team and the Systems team.

» Successfully oversaw the completion of several expansion, consolidation, application upgrades, and virtualization projects.

» Participated in a rotating on-call schedule and handled issues with urgency and diligence.

» Assisted as Third-tier technical support for customer issues, using judgement and skill to deduce appropriate actions, as well as helping develop tools to empower lower-tier support, where appropriate.

Network Engineer
University of Alaska Southeast
March 2010 - July 2014
Juneau, AK

» Supported, and developed the multi-site, Cisco-centric, switched wired LAN, including upgrades, maintenance and troubleshooting of a wide variety of equipment, including: Cisco ASA, Catalyst and Nexus switches, copper and fiber-optic cabling and related infrastructure.

» Redesigned, and reimplemented the campus-wide Wi-Fi network from the ground up. Changing from a single, open SSID on unmanaged equipment to centrally-managed, segregated, secured wLANs using a Ciso Aeronet strategy, with 802.1X authentication againt a Windows domain.

» Spearheaded development of centralized academic and staff software "builds"; transitioning the campus from Windows XP to Windows 7. Maintained and documented all software changes as needed.

» Strategized, and implemented a Virtual Desktop Initiative, utilizing VMWare View5, to virtualize all public lab computers across campus, working closely with other staff to succeed.

» Provided basic project management for the above projects, as well as organizing and mentoring student assistants. Provided leadership and guidance as staff advisor to student organization on campus.

» Helped transition UAS from aging telephone systems to an up-to-date Cisco Unified Call Manager VoIP system. Worked closely with vendors on successful implementation and deployment of the system.

Technical Instructor
Systems IT dba New Horizons Computer Learning Center
Apr 2007 - Feb 2010
Jackson, MS

» Provided Instructor-led and Mentored classroom instruction of several diverse technical areas, including: Cisco CCNA, CompTIA Network+, A+, Security+, and Linux+, SuSE Linux Administration, HTML, and various Microsoft applications.

» Exercised Domain Administrator level maintenance of the Windows 2003 network

» Managed several VLANs;

» Migrated internet connectivity from 2 separate ISPs onto a single improved connection

» Oversaw the upgrades and maintenance of classroom and office computers

» Implemented network security considerations

Network Operations Technician
Jan 2004 - Mar 2007

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Internet Doorway, Inc
Jackson, MS

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» Supported and maintained this statewide ISP's extensive Cisco-centric, multi-homed TCP/IP network
» Provided root-level support in a variety UNIX/Linux environments, including Solaris 7-9, RedHat Enterprise
   Linux 4 and FreeBSD 5 and 6
» Designed and implemented solutions for various customer and internal needs
» Analyzed and prioritized upgrades and modifications to the LAN/WAN infrastructure
» Implemented network security considerations and best practices as needed

Certifications

2005, 2010	Cisco Certified Network Associate CSCO10799711
1999, 2010	A+ Certified PC Hardware Technician
1998	Certified Netware 4.11 + Internet Administrator